

# Business.gov Monthly Update – October 2005

## Making it Easier for Business to Do Business

### Feedback from Businesses

*"[This idea] is great: provide ways to obtain additional information including questions answered section, hotlines, speaking to a live person [...]...I love this. [...] It's dialog; it gets back to the people basically. So whenever the government can be [...] person-to-person, I think it is exciting to do business."*

–Small Business Owner in  
Portland, Oregon

### MONTHLY STATS

**Customer Satisfaction Score  
(Sept. – Mid-Oct.): 75**

(government benchmark is 71)

**Hours Saved: Coming Soon**

**Unique Visitors (September):**

246,328 (23% increase since  
previous month)

**Quality of Search (Sept. –  
Mid-Oct.): 78** (government  
benchmark is 71)

**Broken Links: Coming Soon**

### UPCOMING EVENTS

**Advisory Group Meeting:**

Wednesday, November 9, 2005  
1:00 – 2:30 pm  
SBA, 2<sup>nd</sup> Floor Eisenhower  
Conf. Room

**Governance Board Meeting:**

Wednesday, December 21, 2005  
1:00 – 2:30 pm  
SBA, 2<sup>nd</sup> Floor Eisenhower  
Conf. Room

### October Accomplishments

After completing minor FY05 enhancements to Business.gov, the Business.gov (BG) team continued working toward more significant site enhancements for the site's re-launch in September 2006. The first month of FY06 already saw tremendous progress toward that end. BG completed:

- COMPASS draft requirements and incorporated agency feedback
- Draft wire-frames for Business.gov's revised look-and-feel (for review at the Advisory Group meeting on November 9<sup>th</sup>)

### Ongoing Activity

Other ongoing activity as the BG team work toward launching a fully integrated portal by the end of the fiscal year includes the following:

- Complete a concept of operations for COMPASS
- Identification of scale-able data harmonization opportunities;  
*please send any leads for opportunities to [shivani.desai@sba.gov](mailto:shivani.desai@sba.gov) and [brad.pantuck@sba.gov](mailto:brad.pantuck@sba.gov).*
- Interim search solution for the Forms Catalog

### Technical Update

The technical update for this month remains unchanged from last month. The BG team is conducting a cost analysis of implementing a fully integrated portal using the Forms Catalog's BEA platform. In addition, BG is documenting search requirements and investigating search engines. BG is also exploring the option of leveraging FirstGov's hosting contract.

### PMA FY06 Q1 Reminder

Partner agencies should be reminded of the upcoming OMB milestone for their PMA scorecards (*due to BG November 15, 2005*):

- **Content management:** establish a process within the agency to coordinate business content dissemination and updates to BG. *Please send the process to both Shivani and OMB.*
- **Forms Catalog:** enter all required content in Forms Catalog; establish process for maintaining forms content. *Many agencies have already met this milestone.*

*(Please find milestone definitions in an email dated 8/5/05.)*

### Budget Update

The BG team distributed language for agencies to use in their congressional justifications (in response to the Commerce Justice bill, HR 2862). As of 9/15/2005, the bill was still in Conference to resolve differences.

The BG team received MOU comments from several agencies and will circulate a final version for agency signature in early November.

### CONTACT INFORMATION

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